

DELPROS PORTAL DASHBOARD – REGISTERED USERS

Quick Reference Guide

June 2020



Welcome to the DELPROS Online Portal!

This DELPROS self help user guide will assist you in registering as a new user and navigation your DELPROS e-License Dashboard.



Search & Verify License

Look up public information on professional licenses and applicants.

GO



Apply/Manage a License and Service Requests

File a new license application, manage existing licenses, request license services or initiate service requests.

GO



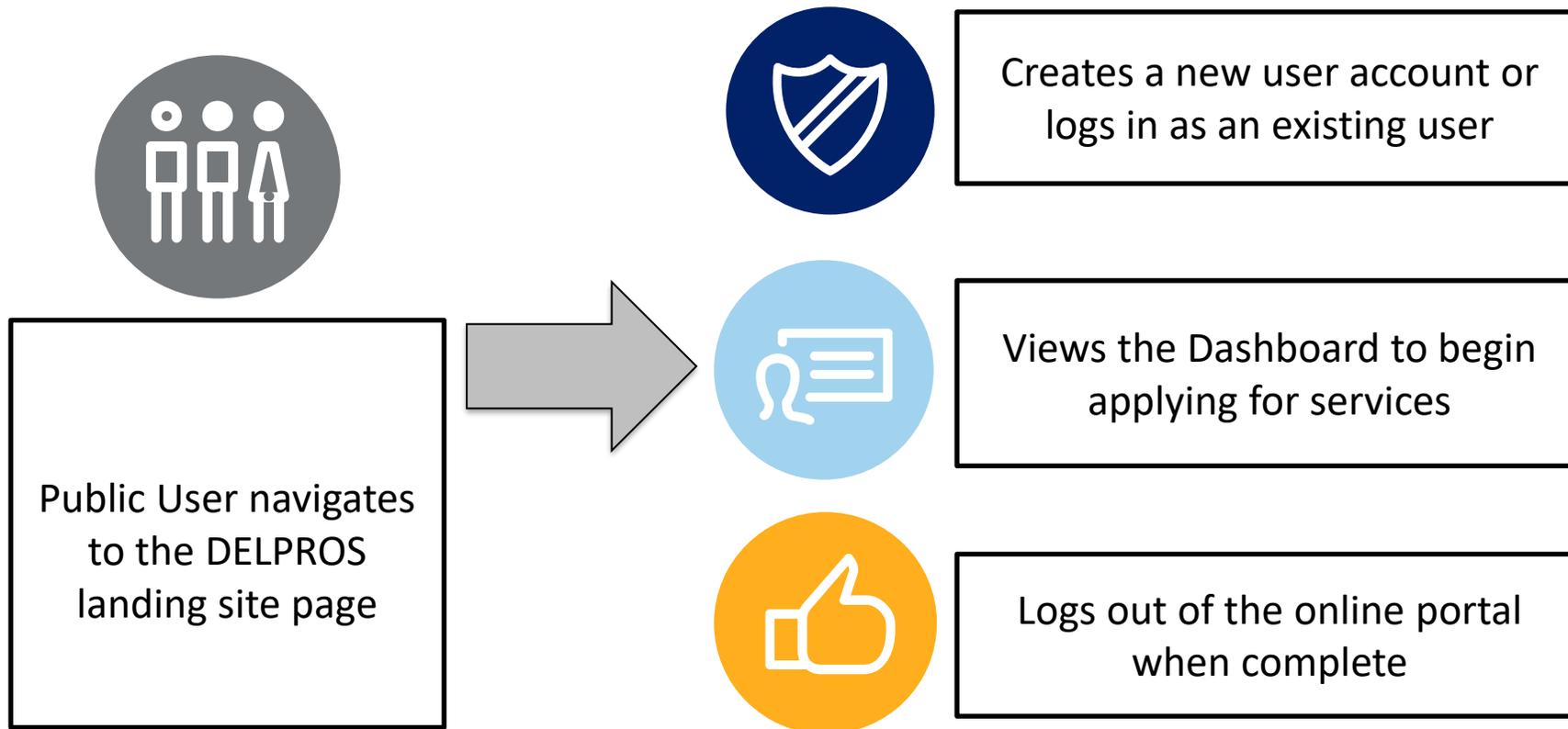
File a Complaint

File a complaint against a Delaware person or business.

GO

DELPROS Online Portal e-License Dashboard

The actions on the **DELPROS Portal** are taken by public users. Public users must create an account to register in **DELPROS** in order to participate in the services provided.



I Don't Have a License – DELPROS User Registration

This section illustrates how to create a new user account in DELPROS.



Search & Verify License

Look up public information on professional licenses and applicants.

GO



Apply/Manage a License and Service Requests

File a new license application, manage existing licenses, request license services or initiate service requests.

GO

1. Click the **GO** button.



File a Complaint

File a complaint against a Delaware person or business.

GO

I Don't Have a License – DELPROS User Registration

Complete the below steps to register as a new user without a license or application.

The screenshot shows the DELPROS user registration page. At the top, there is a navigation bar with the Delaware.gov logo and links for Agencies, News, Topics, and Contact. Below this is a dark blue header with the Delaware Department of Professional Regulation logo and navigation links for HOME, LICENSE LOOK-UP, FILE A COMPLAINT, and LOG IN. The main content area is split into two columns: "New Users" and "Existing Users".

New Users

Create a New Account

Register here for a new DELPROS account.

If you currently have a license or previously applied for a license or certificate in Delaware and do not have a login through this portal, please select "I have a License".

If you currently do not have a license or have not previously applied for a license or certificate in Delaware, please select "I don't have a License".

If you have previously submitted a Service Request using a DELPROS account, login as an Existing User.

If you do not have a DELPROS account and wish to submit a Service Request, please select "I don't have a License" to create a DELPROS account.

At the bottom of the "New Users" section, there are two buttons: "I HAVE A LICENSE" and "I DON'T HAVE A LICENSE". The "I DON'T HAVE A LICENSE" button is highlighted with a red rectangular box. A blue callout box with a white border and rounded corners contains the text "2. Click the I DON'T HAVE A LICENSE button." with a blue arrow pointing from the callout box to the "I DON'T HAVE A LICENSE" button.

Existing Users

Login

Email

*

Password

*

LOGIN

[Forgot Username?](#) | [Forgot Password?](#)

I Don't Have a License – DELPROS User Registration

Complete the below steps to register as a new user without a license or application.

DELPROS PORTAL

User Registration

Register here for a new DELPROS user account.

Enter all required information and ensure that you provide your social security number (SSN), if you have a SSN. If you do not have a SSN, when you begin a new application you are required to check the box that states "I do not have a social security number."

You can manage and change your email address and phone information from the Manage Profile option on your Dashboard.

* First Name Middle Name

* Last Name

Social Security Number I don't have a Social Security Number

* Date of Birth

* Email * Confirm Email

* Password * Confirm Password

3. Complete the required information in the applicable fields (required fields are marked with an asterisk)

4. Click the **Submit** button.

SUBMIT

Password must contain:

- More than 10 Characters
- 1 Uppercase Letter
- 1 Lowercase Letter
- 1 Number
- 1 Special Character (e.g. \$%^@#)

Password must not contain:

- User's First and/or Last Name

Legal Information: Delaware public records law requires state agencies, boards, and commissions to disclose most documents and records, including electronic records. Therefore, information submitted through this web site may be subject to disclosure pursuant to a public records request unless the information is made confidential or otherwise exempted from disclosure pursuant to state or federal law. Please be aware that for public records, Delaware law requires us to disclose the records despite your requests to keep information confidential.

I Have a License – DELPROS User Registration

Complete the below steps to register as a new user with a license or application.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

HOME LICENSE LOOK-UP FILE A COMPLAINT LOG IN

New Users

Create a New Account

Register here for a new DELPROS account.

If you currently have a license or previously applied for a license or certificate in Delaware and do not have a login through this portal, please select "I have a License".

If you currently do not have a license or have not previously applied for a license or certificate in Delaware, please select "I don't have a License".

If you have previously submitted a Service Request using a DELPROS account, login as an Existing User.

If you do not have a DELPROS account and wish to submit a Service Request, please select "I don't have a License" to create a DELPROS account.

I HAVE A LICENSE I DON'T HAVE A LICENSE

Existing Users

Login

Email

*

Password

*

LOGIN

[Forgot Username?](#) | [Forgot Password?](#)

1. If you have an existing **Individual** license, click the **I HAVE A LICENSE** button.

I Have a License – DELPROS User Registration

Complete the below steps to register as a new user with a license or application.

DELPROS PORTAL

User Registration

Register here for a new DELPROS user account associated with your existing Delaware professional license(s). All fields marked with an (*) are required.

In the "First Name" and "Last Name" fields, you must enter each name as it appears on your current professional license.

If you do not have the required security code, click the **OBTAIN SECURITY CODE** button. You will be required to enter your exact email address that is on file for your current professional license.

2. Fill in the required information in the applicable fields (required fields are marked with an asterisk)

Click **OBTAIN SECURITY CODE** if you do not have one. See next slide.

3. Click the **Submit** button.

* First Name * Last Name

* Security Code **OBTAIN SECURITY CODE**

* Date of Birth

* Email

* Password * Confirm Password

Password must contain:

- More than 10 Characters
- 1 Uppercase Letter
- 1 Lowercase Letter
- 1 Number
- 1 Special Character (e.g. \$%^@#)

Password must not contain:

- User's First and/or Last Name

Legal Information: Delaware public records law requires state agencies, boards, and commissions to disclose most documents and records, including electronic records. Therefore, information submitted through this web site may be subject to disclosure pursuant to a public records request unless the information is made confidential or otherwise exempted from disclosure pursuant to state or federal law. Please be aware that for public records, Delaware law requires us to disclose the records despite your requests to keep information confidential.

SUBMIT

I Have a License – DELPROS User Registration

This section shows how to Request your Security Code.

DELPROS
PORTAL

Request Security Code

Request your security code by entering the email address that DPR has on file. This is the email address associated with your license.

Email

Email

*

SUBMIT

If you have an existing **Contact** with a matching email address, the security code will be sent via email

Welcome to Your e-License Dashboard!

From your Dashboard you may apply for a license or begin requesting services.

The screenshot shows the Delaware.gov DELPROS Dashboard. At the top, there is a navigation bar with links for Agencies, News, Topics, and Contact. Below this is a secondary navigation bar with links for DASHBOARD, LICENSE LOOK-UP, FILE A COMPLAINT, SERVICE REQUEST, CONTINUING EDUCATION, and a shopping cart icon. A user profile icon is also present in the top right. The main content area features a welcome message, a 'Cart Link' to pay pending fees, and a link to create a Facility Account. A prominent blue button labeled '+ APPLY FOR A NEW LICENSE' is highlighted with a red box. Below this is a section for 'New License Applications' with a 'SORT BY' dropdown and a 'Click here to apply for a new license.' callout. The footer contains links for ABOUT DPR, FAX US, FREQUENTLY ASKED QUESTIONS, and FOIA REQUEST FORM, along with a copyright notice for 2020 State of Delaware.

Click here to:

- Manage Profile
- Manage Facility
- Logout

This is the Navigation bar for other services:

- Dashboard:** Landing page after log in
- License Look-Up:** Verify a license online
- File A Complaint:** Submit a Complaint
- Service Request:** License or Application Maintenance
- Continuing Education:** Enter CE hours in the CE Tracker
- Cart:** Make a payment for any unpaid fee(s)

Click here to apply for a new license.

Applying for New License – Individual

Complete the following process to apply for a new license on the DELPROS Portal.

The screenshot shows the DELPROS Portal interface. On the left is a grey box labeled 'DELPROS PORTAL'. The main header includes the Delaware.gov logo and navigation links for Agencies, News, Topics, and Contact. Below this is a dark blue navigation bar with links for DASHBOARD, LICENSE LOOK-UP, FILE A COMPLAINT, SERVICE REQUEST, and CONTINUING EDUCATION, along with a shopping cart icon and a user profile icon. The main content area is titled 'Welcome to your DELPROS Dashboard' and contains several paragraphs of text. A red box highlights a blue button labeled '+ APPLY FOR A NEW LICENSE'. A blue callout box with a white border points to this button, containing the text '1. Click the APPLY FOR A NEW LICENSE button.' Below the button is a section titled 'New License Applications' with a 'SORT BY' dropdown menu and a paragraph of text explaining the application process.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION 0

Welcome to your DELPROS Dashboard

Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See below to Apply for a New License or view your License(s) and/or Applications.

Use the [Cart Link](#) to navigate to the cart to pay pending fees.

Are you applying for a new facility license? Click [here](#) to create your Facility Account in DELPROS by clicking before starting your application.

+ APPLY FOR A NEW LICENSE

New License Applications

To edit or withdraw an application, please click on the Options button.

SORT BY ▾

The license application process is very simple. Instructions for each stage of the license application will explain what information is necessary to move forward to the next stage of the application process. The status indicators at the top of each page of the license application will indicate what stage you are currently in for the process. Once you have completed the license application and submitted it, the appropriate Board will review your license application.

1. Click the APPLY FOR A NEW LICENSE button.

Applying for New License – Individual

This section illustrates the steps users must follow to apply for a new license on the DELPROS Portal.

DELPROS PORTAL

The screenshot shows the 'License Selection' page on the DELPROS Portal. The page header includes the Delaware.gov logo and navigation links for Agencies, News, Topics, and Contact. Below the header is a dark blue navigation bar with links for DASHBOARD, LICENSE LOOK-UP, FILE A COMPLAINT, SERVICE REQUEST, and CONTINUING EDUCATION, along with a shopping cart icon and a user profile icon. The main content area is titled 'License Selection' and contains the following text: 'Select the profession for which you are seeking a license. Next, select the specific license type from the Select a License dropdown.' There are two dropdown menus: 'Select a Profession' and 'Select a License', both currently showing '--None--'. Below the dropdowns are two buttons: 'CANCEL' and 'SAVE AND CONTINUE'. Four numbered callouts provide instructions: 1. Select a profession from the Select a Profession drop-down. 2. Select a profession from the Select a Profession drop-down. 3. Select the type of license from the Select a License drop-down. 4. Click the SAVE AND CONTINUE button.

License Selection

Select the profession for which you are seeking a license. Next, select the specific license type from the Select a License dropdown.

Select a Profession

--None--

Select a License

--None--

CANCEL SAVE AND CONTINUE

1. Select a profession from the **Select a Profession** drop-down.
2. Select a profession from the **Select a Profession** drop-down.
3. Select the type of license from the **Select a License** drop-down.
4. Click the **SAVE AND CONTINUE** button.

Applying for New License – Individual

This section illustrates the steps users must follow to answer Application Wizard and Eligibility Questions

**DELPROS
PORTAL**

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION 0 Profile Icon

License Selection

Select the profession for which you are seeking a license. Next, select the specific license type from the Select a License dropdown.

Select a Profession
Nursing

Select a License
Licensed Practical Nurse

Application Type Wizard

By answering the following questions, the application type for the license application will be automatically determined.

Do you hold or have ever held an active Nursing license of the same type in Delaware or another jurisdiction (state, U.S. territory or District of Columbia)

AND

Your home state of residence is Delaware or a state that is not a Nurse Licensure Compact (NLC) state?
 Yes No

Are you applying to take the NCLEX exam or have you passed the NCLEX exam?

AND

Your home state of residence is Delaware or a state that is not a Nurse Licensure Compact (NLC) state?
 Yes No

Application Type
Examination

Eligibility

By answering the following questions, eligibility for the license application will be determined. Confirmation will be noted if eligibility is met.

Has it been a five years (60 months) since you graduated from your nursing program?
 Yes No

5. Some license types have **Application Type Wizard** questions to help select the appropriate type of Application (Examination, Reciprocity etc.)

6. Some license types have **Eligibility** questions to determine if an applicant is able to proceed with the application based on their prior experience. Complete these questions and click **Submit** at the bottom of the page.

Applying for New License – New Facility

Complete the following steps to add a new facility on the DELPROS Portal.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION 0

Welcome to your DELPROS Dashboard

Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See below for more information on how to use the DELPROS Portal. You can also view your License or view your License(s) and/or Applications.

Use the [Cart Link](#) to navigate to the cart to pay pending fees.

Are you applying for a new facility license? Click [here](#) to create your Facility Account in DELPROS by clicking before starting your application.

+ APPLY FOR A NEW LICENSE

New License Applications

To edit or withdraw an application, please click on the Options button.

1. Navigate to the DELPROS Portal and log in.
2. Click the **MANAGE FACILITY** link.

Applying for New License – New Facility

Complete the following steps to add a new facility on the DELPROS Portal.

DELPROS
PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION 0

Manage Facility

To apply for a new Facility License click on the button below.

[+ APPLY FOR A NEW LICENSE](#)

Associate to an Existing Facility

You can add an existing Facility if the Facility is currently licensed. To do so, enter the Facility Security Code and Facility name exactly as it appears on the license and click 'Submit'. If you do not have a Security Code for the Facility, click 'Request Security Code.'

Add New Facility

To add a new Facility, complete the information fields. Select the type of ownership from the 'Registered As' dropdown menu. Each field noted with "*" is a required field. Once you have completed all of the information, click 'Submit' when completed.

The account alias will be used to identify specific Facility if you manage multiple Facility with the same name.

3. Click the carat (^) icon to expand the **Add New Facility** section.

Applying for New License – New Business

Complete the following steps to add a new facility on the DELPROS Portal.

DELPROS
PORTAL

Add New Facility

To add a new Facility, complete the information fields. Select the type of ownership from the 'Registered As' dropdown menu. Each field noted with "*" is a required field. Once you have completed all of the information, click 'Submit' when completed.

The account alias will be used to identify specific Facility if you manage multiple Facility with the same name.

* Facility Name ?

* Facility Alias

Registered As

* -- Select -- ? Doing Business As ?

* Primary Contact First Name * Primary Contact Last Name ?

* Primary Contact Phone Number Secondary Phone

* Facility Email

4. Enter the information in the fields marked with an asterisk (*).

5. Click the **Submit** button.

SUBMIT

Applying for New License – New Facility

Complete the following steps to add a new facility on the DELPROS Portal.

The screenshot shows the DELPROS Portal interface. The top navigation bar includes the Delaware.gov logo and links for Agencies, News, Topics, and Contact. Below this is a secondary navigation bar with links for Dashboard, License Look-Up, File a Complaint, Service Request, and Continuing Education. The main content area is titled 'Manage Facility' and includes a button to 'APPLY FOR A NEW LICENSE'. A table lists a facility named 'Marvel Universe' with various details. Below the table is a 'My Employees' section with an 'ADD EMPLOYEES' button. A third section is titled 'Associate to an Existing Facility'. Annotations include a green box stating 'The facility has been successfully added.' pointing to the table, a blue box stating '6. Click the (^) to view My Employees' pointing to an edit icon, and another green box stating 'You can ADD EMPLOYEES and manage existing employees using this button/section' pointing to the 'ADD EMPLOYEES' button.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

Manage Facility

To apply for a new Facility License click on the button below.

+ APPLY FOR A NEW LICENSE

Facility	Facility Alias	Security Code	First Name	Last Name	Phone	Secondary Phone	Facility Email	Edit
Marvel Universe	Marvel Universe	0271972	Captain	America	1231231231		chrisevans@marvel.com	⌵

My Employees

Employee	License	Un-Licensed Employee
+ ADD EMPLOYEES		

Please refer to the Support page for any questions on adding applicable employees.

Please [click here](#) to download Business Filing form related to the Speech and Hearing Professionals Board.

Associate to an Existing Facility

You can add an existing Facility if the Facility is currently licensed. To do so, enter the Facility Security Code and Facility name exactly as it appears on the license and click 'Submit'. If you do not have a Security Code for the Facility, click 'Request Security Code.'

The facility has been successfully added.

6. Click the (^) to view My Employees

You can ADD EMPLOYEES and manage existing employees using this button/section

Applying for New License – Adding an Existing Facility

Complete the following steps to add an existing facility.

The screenshot shows the DELPROS Portal interface. On the left, a grey box contains the text 'DELPROS PORTAL'. The main content area has a teal header with 'Delaware.gov' and navigation links for Agencies, News, Topics, and Contact. Below this is a dark blue navigation bar with links for DASHBOARD, LICENSE LOOK-UP, FILE A COMPLAINT, SERVICE REQUEST, and CONTINUING EDUCATION, along with a shopping cart icon and a user profile icon. The user profile icon has a dropdown menu with three options: 'MANAGE PROFILE', 'MANAGE FACILITY' (highlighted with a red box), and 'LOGOUT'. The main content area features a 'Welcome to your DELPROS Dashboard' heading, followed by instructions on how to use the site's navigation links and a button labeled '+ APPLY FOR A NEW LICENSE'. Below this is a section for 'New License Applications' with a note about editing or withdrawing applications.

1. Navigate to the DELPROS Portal.

2. Click the **MANAGE FACILITY** link.

Applying for New License – Adding an Existing Facility

Complete the following steps to add an existing facility.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION 0

Manage Facility

To apply for a new Facility License click on the button below.

+ APPLY FOR A NEW LICENSE

Associate to an Existing Facility

You can add an existing Facility if the Facility is currently licensed. To do so, enter the Facility Security Code and Facility name exactly as it appears on the license and click 'Submit'. If you do not have a Security Code for the Facility, click 'Request Security Code.'

Add New Facility

To add a new Facility, complete the information fields. Select the type of ownership from the 'Registered As' dropdown menu. Each field noted with "*" is a required field. Once you have completed all of the information, click 'Submit' when completed.

The account alias will be used to identify specific Facility if you manage multiple Facility with the same name.

3. Click the carat (^) icon to expand the Associate to an Existing Facility section.

Applying for New License – Adding an Existing Facility

Complete the following steps to add an existing facility.

DELPROS PORTAL

4. Enter the Security Code associated with the Facility

5. Enter the Facility Name as it appears on the license.

6. Click the Submit button.

Associate to an Existing Facility

You can add an existing Facility if the Facility is currently licensed. To do so, enter the Facility Security Code and Facility name exactly as it appears on the license and click 'Submit'. If you do not have a Security Code for the Facility, click 'Request Security Code.'

Security Code
* 0079030

Facility Name
* Marvel Universe x

SUBMIT REQUEST SECURITY CODE



Note: If users do not have their Security Code, they can click the REQUEST SECURITY CODE button*, enter their email address or FEIN Number, and the Security Code will be emailed to them. If they receive an error stating that their information cannot be found, they are advised to contact the Board office.

Applying for a Facility License – Requesting Security Code

Follow the below steps to request the Facility Security Code be emailed to you.

DELPROS
PORTAL

Facility Security Code

In order to obtain the Security Code for a Facility, enter the email address or FEIN on file for the Facility and click 'Submit'. The Security Code will be sent to the email address on file for that business in DELPROS. If you are still having trouble registering the Facility please contact Customer Service by email at customerservice.dpr@delaware.gov or by phone at (302) 744-4500.

Email FEIN

* Facility Email

SUBMIT

1. Click **Email** or **FEIN** then enter the facility email or FEIN number.

2. Click the **Submit** button.

Applying for New License – Adding an Existing Facility

Complete the following steps to add an existing facility.

DELPROS
PORTAL

Manage Facility

Business	Business Alias	Security Code	First Name	Last Name	Phone	Fax	Business Email	Edit
Delpro Motorcycle Club		00DrSti	Daniel	Mark	(910) 000-1144		daniel@delpromotorcycleclub.com	 
Marvel Industries		0009374	Mark	Webb	(912) 345-6789		mark@marvelindustries.com	 

The **Security Code** is used to retrieve the applicable existing Facility information.

Applying for a Facility License

Follow the below steps to apply for a facility license.

The screenshot shows the DELPROS Portal interface. On the left is a grey box labeled 'DELPROS PORTAL'. The top navigation bar is teal and contains the 'Delaware.gov' logo and links for 'Agencies', 'News', 'Topics', and 'Contact'. Below this is a dark blue bar with the 'Division of Professional Regulation' logo and navigation links: 'DASHBOARD', 'LICENSE LOOK-UP', 'FILE A COMPLAINT', 'SERVICE REQUEST', 'CONTINUING EDUCATION', and a shopping cart icon. A user profile icon is on the right. The main content area has a white background with the heading 'Welcome to your DELPROS Dashboard'. Below the heading is a paragraph: 'Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See below to Apply for a New License or view your License(s) and/or Applications.' Another paragraph follows: 'Are you applying for a new facility license? First, create your professional business account in DELPROS by clicking here before applying.' A blue button with a white plus sign and the text 'APPLY FOR A NEW LICENSE' is highlighted with a red border. A blue callout box with a white border and an arrow pointing to the button contains the text: '1. Click the **APPLY FOR A NEW LICENSE** button.'



Note: Facilities attached to the contact are required to apply for a Facility License

Applying for a Facility License

Follow the below steps to apply for a facility license

DELPROS PORTAL

License Selection

Select the profession for which you are seeking a license. Next, select the specific license type from the Select a License dropdown.

Select a Profession
Architecture

Select a License
Certificate of Authorization-Architect

Application Type
Initial Application

Please select an account
--None--

[Did you not see your business account above? Click here to add a new business account](#)

Eligibility

By answering the following questions, eligibility for the license application will be determined. Confirmation will be noted if eligibility is met.

Is your business a Partnership, "S" Corporation, "C" Corporation, Limited Liability Company, Limited Liability Partnership or a Sole Proprietorship?
 Yes No

2. Select a Facility account to associate.

3. Complete the eligibility Wizard and/or Eligibility Questions if applicable. Then Click the **SAVE AND CONTINUE button.**

CANCEL **SAVE AND CONTINUE**

Applying for New License – Individual and Facility

This section illustrates the steps users must follow to apply for a new license on the DELPROS Portal.

DELPROS
PORTAL

New License Application

Personal Information — Background Information — Questions — Attachments — Review - Submit

Question Summary

Have you ever held any license type to practice as an Architect in any jurisdiction other than Delaware? -If yes, enter information in Licensure History section about each architecture license that you have ever held.

No

Have you ever been convicted of or entered a plea of guilty or nolo contendere (no contest) to any felony, misdemeanor or other criminal offense, including any offense for which you have received a pardon, in any jurisdiction?

No

Are criminal charges pending against you in any jurisdiction?

No

Has any jurisdiction (state, the District of Columbia or U.S. territory) ever denied your application for licensure?

Yes

Have you received any administrative penalty (discipline) regarding your practice of your profession?

No

Are you now, or have you ever been, dependent on the use of alcohol, stimulants, or habit-forming drugs?

No

Application Review: Completed.

1. After completing all sections, verify your answers in the **Question Summary** and click the **I Accept** checkbox.

2. Enter your **First Name and Last Name** to sign electronically.

Application Attestation

AFFIDAVIT
The undersigned, affirm according to law, states that he/she is the person who completed and signs this application, that the statements contained in the application are true, that he/she has not suppressed any information that might affect this application, that he/she understands that participating or cooperating in fraud or material deception in order to be licensed could result in the denial or revocation of the application or license and mandatory reporting of such actions to the Attorney General for further action, and that he/she has read and understands this affidavit.

Consent to Electronic Signature

I Accept

Type your First Name and Last Name as they appear on the application to sign electronically.

(Apurva Asthana)

Submit your Application

After clicking the 'Submit' button below, you will no longer be able to change this application. **DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA.** If you want to return to your application, simply log out and log back in.

If this application requires payment you will be prompted to begin the payment process. You must complete the payment process before the board will review your application. If this application does not require payment, you will be navigated back to the eLicense home page and the board will review your application.

SAVE & FINISH LATER SUBMIT

3. Click the **SUBMIT** button.

Applying for New License – Individual and Facility

This section illustrates payment portion of a License Application

DELPROS
PORTAL

4. Click to select the checkbox.

The screenshot shows the 'Cheryl Devaney's Cart' page in the DELPROS PORTAL. At the top, there is a navigation bar with 'Delaware.gov' and links for Agencies, News, Topics, and Contact. Below this is a secondary navigation bar with 'DASHBOARD', 'LICENSE LOOK-UP', 'FILE A COMPLAINT', 'SERVICE REQUEST', and 'CONTINUING EDUCATION'. The main content area displays the cart title and a warning: 'PLEASE DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA. If you want to return to your application, simply click on the DASHBOARD link located at the top of the page. To continue paying, select the appropriate fees or fines you wish to pay by marking the checkbox located next to the fee, and then press the CONTINUE button. ALL PAYMENTS ARE NON-REFUNDABLE.' Below the warning is the cart ID 'Cart #X-2019-08-08_04-10-41' and a progress bar with 'Items', 'Checkout', and 'Confirmation' stages. A table lists the fees, with a checkbox highlighted in red next to the 'Licensed Architect' fee. Below the table is a 'CONTINUE' button, also highlighted in red.

Type	Licensee Name	Amount	Amount Outstanding	Fee Type	Delegate Status
<input type="checkbox"/> Licensed Architect	Cheryl Devaney	\$142.00	\$142.00	New Application	

5. Click the **CONTINUE** button.

Applying for New License – Individual and Facility

This screen illustrates the payment portion of a License Application

DELPROS
PORTAL

Cheryl Devaney's Cart

PLEASE DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA.
If you want to return to your application, simply click on the DASHBOARD link located at the top of the page.
To continue paying, select Proceed to Payment Gateway button.
To select a third party as a Delegate to pay a fee on your behalf, click the Delegate button.
ALL PAYMENTS ARE NON-REFUNDABLE.

Cart #X-2019-08-08_04-10-41

Items Checkout Confirmation

Select Payment Method: Credit/Debit Card

Amount: \$142.00

Back

Delegate

Proceed to Payment Gateway

6. The default payment method is selected.

7. Click the **Proceed to Payment Gateway** button.

Applying for New License – Individual

This screen illustrates the payment portion of a License Application

8. Enter the payment details in the fields marked with asterisk (*).

9. Click the **Continue** button.

10. Click the **Confirm** button.

DELPROS
PORTAL

Required fields are highlighted with an asterisk.

Payment information:
Amount:* \$142.00

Please enter the following information about your payment method:

Cardholder's Name:* Cheryl D Devaney

Cards Accepted:    

Card Number:* 4111111111111111

Signature Panel Code:* 999

Expiration Date:* 08 / 2028

Billing information:
Address Line 1:* 1212 Center Street

Address Line 2:

Country:* United States

ZIP Code:* 15137

City: NORTH VERSAILLES

State: Pennsylvania

Continue

Please verify the following information:

Amount: \$142.00

Card information:
Cardholder's Name: Cheryl D Devaney
Card Type: Visa
Card Number: *****1111
Signature Panel Code: ****
Expiration Date: 8/2028

Billing information:
Address Line 1: 1212 Center Street
Country: United States
City: NORTH VERSAILLES
State: Pennsylvania
ZIP Code: 15137

Is this information correct?

Confirm Modify

Applying for New License – Individual and Facility

This screen illustrates the payment portion of a License Application

DELPROS
PORTAL

✓ Successful Payment

Thank you for your payment. Your request will be processed within 3 business days.

Transaction details are as follows:

- Payment Id: PAY-20190808-2122
- Amount Paid: \$142.00
- Payment Type: Credit/Debit Card
- Transaction Id: 2431394

[Return](#)

Cheryl Devaney's Cart

PLEASE DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA.
If you want to return to your application, simply click on the DASHBOARD link located at the top of the page.
ALL PAYMENTS ARE NON-REFUNDABLE.

Cart #X-2019-08-08_04-10-41

Items Checkout Confirmation

PRINT RECEIPT

RETURN TO DASHBOARD

Your payment was successful.

Order Status	Successful
Applied Payment	\$142.00
Contact	Cheryl Devaney
Operator	Cheryl Devaney
Process Date	8/8/2019 4:19 PM
Receipt Number	R-2113220
Payment	Credit/Debit Card
Amount	\$142.00

Fees

Type	Licensee Name	Amount	Amount Outstanding	Fee Type	Payment Amount
Licensed Architect	Cheryl Devaney	\$142.00	\$0.00	New Application	\$142.00

12. Click the **PRINT RECEIPT** button to view a printable pdf version of the payment receipt button.

13. Click the **RETURN TO DASHBOARD** button.

11. The receipt shows the details of the completed transaction.

Click the Return to Home link after viewing the Successful Payment message.

Applying for New License – Individual and facility

This screen illustrates where to see your new application in Submitted status

DELPROS PORTAL

New License Applications

To edit or withdraw an application, please click on the Options button.

SORT BY ▾

Mental Health

 **Professional Counselor of Mental Health**

APP-000006379 | Reciprocity

SUBMITTED

OPTIONS ▾

- Download Application
- Submit Additional Documentation
- Change Address
- View Application Status

14. The license application will display on your DELPRROS Dashboard, and the status of the **SUBMITTED** license request is displayed.

The New License Application is now complete!
The next step will be for DPR to process the application.

Applicants can select the following options for their **SUBMITTED** application

License Look-Up

Complete a license look-up on the DELPROS Portal by following the below steps

The image shows a screenshot of the DELPROS Portal homepage. At the top left, a grey box labeled 'DELPROS PORTAL' has a line pointing to the page. The header features the logo for the 'DIVISION OF PROFESSIONAL REGULATION' and the 'DEPARTMENT OF STATE', with the tagline 'ENFORCING PROFESSIONAL STANDARDS'. Below the header, three main service cards are displayed, each with an information icon and a 'GO' button. The first card, 'Search & Verify License', is highlighted with a red box around its 'GO' button. A blue callout box on the left contains the instruction: '1. Click the GO button to look-up a licenses for a person or facility.' An arrow points from this callout to the red-bordered 'GO' button.

DELPROS PORTAL

Our Mission is to credential qualified professionals to ensure the protection of the public's health, safety, and welfare.

DIVISION OF PROFESSIONAL REGULATION
DEPARTMENT OF STATE
ENFORCING PROFESSIONAL STANDARDS

Search & Verify License
Look up public information on professional licenses and applicants.
GO

Apply/Manage a License and Service Requests
File a new license application, manage existing licenses, request license services or initiate service requests.
GO

File a Complaint
File a complaint against a Delaware person or business.
GO

1. Click the **GO** button to look-up a licenses for a person or facility.

License Look-Up

Complete a license look-up on the DELPROS Portal by following the below steps

DELPROS
PORTAL

The screenshot shows the Delaware.gov website's License Look-Up page. The navigation bar includes 'Agencies', 'News', 'Topics', and 'Contact'. The main menu has 'DASHBOARD', 'LICENSE LOOK-UP', 'FILE A COMPLAINT', 'SERVICE REQUEST', and 'CONTINUING EDUCATION'. The 'LICENSE LOOK-UP' menu item is highlighted with a red box. A green callout box points to this menu item with the text: 'You can also access License Look-Up here from your dashboard'. Below the navigation is the 'License Look-Up' heading and a search form. The search form has a 'Search' label and a dropdown menu with 'INDIVIDUAL' and 'FACILITY' options, which is highlighted with a red box. A blue callout box points to this dropdown with the text: '2. Select Individual or Facility and fill in the required information to conduct your search'. Below the dropdown is a 'Note' about search criteria. The search form includes fields for 'Last Name', 'First Name', 'City', 'State', 'Profession', 'Type', and 'License/Approval Number'. The 'SEARCH' button is highlighted with a red box. A blue callout box points to the button with the text: '3. Click the SEARCH button.' At the bottom left, the current date and time are displayed as '2/21/2020 10:28 PM'.

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

License Look-Up

To look up an Individual or a Facility, enter your search criteria below and click Search. The License/Approval Number to view more information on an Individual or Facility record.

If you require a verification in writing, click [Request Written Verification](#) for instructions.

Search **INDIVIDUAL FACILITY**

Note: When searching for an individual it is recommended to start by selecting the Profession and entering the name or partial name of the individual. Any information entered as search criteria must match EXACTLY how the information is stored in the system, otherwise the individual you are searching for may not be found.

Last Name First Name
City State
Profession Type License/Approval Number

SEARCH

Current date & time: 2/21/2020 10:28 PM

License Look-Up

Complete a license look-up on the DELPROS Portal by following the below steps

**DELPROS
PORTAL**

Search INDIVIDUAL FACILITY

Note: When searching for an individual it is recommended to start by selecting the Profession and entering the name or partial name of the individual. Any information entered as search criteria must match EXACTLY how the information is stored in the system, otherwise the individual you are searching for may not be found.

Last Name

First Name

City

State

Profession

Type

License/Approval Number

Current date & time: 2/24/2020 12:51 PM

Name	Profession	License/Approval Number	Type	Application Type	Status	Discipline	Street Address	City	State	Zip Code	
Adam, John	Dentistry	G1-0000001	Dentist	Initial Application	Active	No	861 Silver Lake Blvd	Dover	DE	19901	▼
Alcorn, Nicholas	Dentistry	G3-0000403	Dentist Limited-Resident	Initial Application	Expired	No		Dover	DE	19904	▼
Alcorn, Nicholas	Dentistry	G6-0001236	Unrestricted Permit	Initial Application	Active	No		Dover	DE	19904	▼

4. Matches will display for the search criteria at the bottom of the page.

License Look-Up

Complete a license look-up on the DELPROS Portal by following the below steps

DELPROS PORTAL

Search

INDIVIDUAL FACILITY

Note: When searching for an individual it is recommended to start by selecting the Profession and entering the name or partial name of the individual. Any information entered as search criteria must match EXACTLY how the information is stored in the system, otherwise the individual you are searching for may not be found.

Last Name: First Name:

City: State:

Profession: Type: License/Approval Number:

SEARCH

Current date & time: 2/24/2020 12:51 PM

Name	Profession	License/Approval Number	Type	Application Type	Status	Discipline	Street Address	City	State	Zip Code
Adam, John	Dentistry	G1-0000001	Dentist	Initial Application	Active	No	861 Silver Lake Blvd	Dover	DE	19901
License Activity Issue Date: 2/18/2020 Expiration Date: 2/17/2022			Endorsements None			VIEW MORE INFO				
Alcorn, Nicholas	Dentistry	G3-0000403	Dentist Limited-Resident	Initial Application	Expired	No		Dover	DE	19904

5. Click on the **License Number** if you need more information

6. Click on **VIEW MORE INFO** for more information

License Look-Up

Complete a license look-up on the DELPROS Portal by following the below steps

**DELPROS
PORTAL**

License Look Up

John Adam

The search results for the license holder are listed to the right.

Current Date & Time
2/24/2020 12:53 PM

Status
Active

Profession
Dentistry

Type
Dentist

Application Type
Initial Application

License/Approval Number
G1-0000001

Issue Date
02/18/2020

Expiration Date
02/17/2022

Street Address	Zip Code
861 Silver Lake Blvd	19901

A new tab with the License Look-Up details will appear

License Look-Up

Complete a license look-up on the DELPROS Portal by following the below steps

DELPROS
PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

License Look-Up

To look up an Individual or a Facility, enter your search criteria below and click 'Search'. License/Approval Number to view more information on an Individual or Facility record.

If you require a verification in writing, click [Request Written Verification](#) for instructions.

Search INDIVIDUAL FACILITY

Note: When searching for an individual it is recommended to start by selecting the Profession and entering the name or partial name of the individual. Any information entered as search criteria must match EXACTLY how the information is stored in the system, otherwise the individual you are searching for may not be found.

Last Name: First Name:

City: State:

Profession: Type: License/Approval Number:

SEARCH

Current date & time: 2/7/2020 8:06 PM

Name	Profession	License/Approval Number	Type	Application Type	Status	Discipline	Street Address	City	State	Zip Code
Dwivedi, Komal	Dentistry	G8-0000002	Dentist-FQHC Provisional	Initial Application	Active	Yes				

7. Licenses with Disciplines are shown here. Click **Yes** to view more details on the Discipline.

Title	Description	Action
13-Mueller-Gerald-Discipline-1998.pdf	Disciplinary Order 1998	View
13-Mueller_Gerald_Disciplinary_Order_2020.pdf	Disciplinary Order 2020	View

OK

8. Click **VIEW** to download the documents in a new tab

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS PORTAL

Our Mission is to credential qualified professionals to ensure the protection of the public's health, safety, and welfare.



Search & Verify License
Look up public information on professional licenses and applicants.
GO

Apply/Manage a License and Service Requests
File a new license application, manage existing licenses, request license services or initiate service requests.
GO

File a Complaint
File a complaint against a Delaware person or business.
GO

1. Click the **GO** button.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS
PORTAL

The screenshot shows the DELPROS PORTAL website. The top navigation bar includes the Delaware.gov logo, Agencies, News, Topics, and Contact. Below this is a dark blue header with HOME, LICENSE LOOK-UP, and FILE A COMPLAINT. The main content area is split into two columns: 'New Users' and 'Existing Users'. The 'Existing Users' column features a 'Login' form with 'Email' and 'Password' fields, each marked with an asterisk. A blue 'LOGIN' button is positioned below the fields. Two blue callout boxes with arrows point to the form fields and the button. The 'New Users' column contains instructions for creating a new account and buttons for 'I HAVE A LICENSE' and 'I DON'T HAVE A LICENSE'.

2. Enter the login credentials in the **Email** and **Password** fields.

3. Click the **LOGIN** button.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

The screenshot shows the DELPROS Portal dashboard. On the left, a grey box contains the text "DELPROS PORTAL". The main header is teal and includes the Delaware.gov logo, "Agencies", "News", "Topics", and "Contact". Below this is a dark blue navigation bar with links for "DASHBOARD", "LICENSE LOOK-UP", "FILE A COMPLAINT" (highlighted with a red box), "SERVICE REQUEST", and "CONTINUING EDUCATION". A user profile icon is on the right. The main content area has a white background with the heading "Welcome to your DELPROS Dashboard". Below the heading is a paragraph: "Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See below to Apply for a New License or view your License(s) and/or Applications." Below that is another paragraph: "Are you applying for a new facility license? First, create your professional business account in DELPROS by clicking here before". At the bottom left is a blue button with a plus sign and the text "APPLY FOR A NEW LICENSE". A blue callout box on the right contains the text "4. Click the FILE A COMPLAINT link." with an arrow pointing to the "FILE A COMPLAINT" link in the navigation bar.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

Welcome to your DELPROS Dashboard

Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See below to Apply for a New License or view your License(s) and/or Applications.

Are you applying for a new facility license? First, create your professional business account in DELPROS by clicking here before

+ APPLY FOR A NEW LICENSE

4. Click the **FILE A COMPLAINT** link.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS PORTAL

The screenshot shows the Delaware.gov website's Complaint Dashboard. The top navigation bar includes 'Agencies', 'News', 'Topics', and 'Contact'. Below this is a secondary navigation bar with 'DASHBOARD', 'LICENSE LOOK-UP', 'FILE A COMPLAINT', 'SERVICE REQUEST', and 'CONTINUING EDUCATION'. A user profile icon is visible in the top right. The main content area features a 'Welcome to your Complaint Dashboard' heading, a '+ SUBMIT A COMPLAINT' button (highlighted with a red box and a callout box), and a 'Complaints' section. The 'Complaints' section lists a complaint for 'Dietitians/Nutritionists' with ID 'C-DN-2019-00001' and a 'Download Complaint' link (both highlighted with a red box). A green callout box provides a note about viewing submitted complaints.

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

Welcome to your Complaint Dashboard

+ SUBMIT A COMPLAINT

5. Click the **SUBMIT A COMPLAINT** button.

Complaints

Your Complaints are listed below.

Dietitians/Nutritionists	Download Complaint
Complaint	
C-DN-2019-00001	

NOTE: Registered users can also view complaints which they have already submitted via the Complaint Dashboard.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

File A Complaint

You may file a complaint with the Division of Professional Regulation (DPR) against a person or business that holds a professional license if you believe that the person has violated the law or rules of his or her profession or the business has violated the law or rules of its profession. The license law and regulations for each profession are available on this [website](#).

You may also file a complaint against an unlicensed person who is practicing a profession that requires a professional license or against a business that is operating without the required professional license. To find out if the person or facility holds a professional license, see [Search and Verify License](#).

DPR cannot investigate complaints that solely concern billing or insurance issues. You may wish to file billing complaints with the [Department of Justice Consumer Protection Division](#) or insurance complaints with the [Department of Insurance](#).

Your Information

To file a complaint, select the appropriate Profession from the drop-down list. If you cannot find the profession, click [HERE](#).

Provide the necessary contact information for each field. Each field noted by (*) is a required field.

Profession Related to This Complaint * --None--

First Name Middle Name

Last Name

Street Address Line 1

Street Address Line 2

City State --None-- Zip Code

Main Phone

Email

6. The user will need to provide information in the provided form. This includes the following sections:

- Your Information
- Who Are You Complaining About?
- Complaint Information

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS
PORTAL

Who Are You Complaining About?

To register a complaint, provide the complete contact information for whom you are filing the complaint against.

First Name	Middle Name
Last Name	
Street Address Line 1	
Street Address Line 2	
City	State --None--
	Zip Code
Phone Number	
Email Address	
License Number	
Is a Business Involved?	
--None--	

7. Enter the details about who you are complaining about in the fields displayed.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS
PORTAL

Complaint Information

Please describe your complaint in detail. List services provided by the licensee, registrant, certificate holder or individual. Include the dates, times and locations where you believe offenses occurred and the nature of your complaint. To the best of your ability, outline how you believe the subject of your complaint has committed unprofessional conduct, unlicensed activity, or other violation. If applicable, you may submit documents in support of your complaint by faxing them to the Investigative Unit at (302) 739-2711 or email them to investigations.dpr@state.de.us

If this complaint is about a healthcare profession, please include information about the patient and date of birth.

* Description of Complaint

Incident Date

Street Address Line 1

Street Address Line 2

City

State

--None--

Zip Code

CANCEL

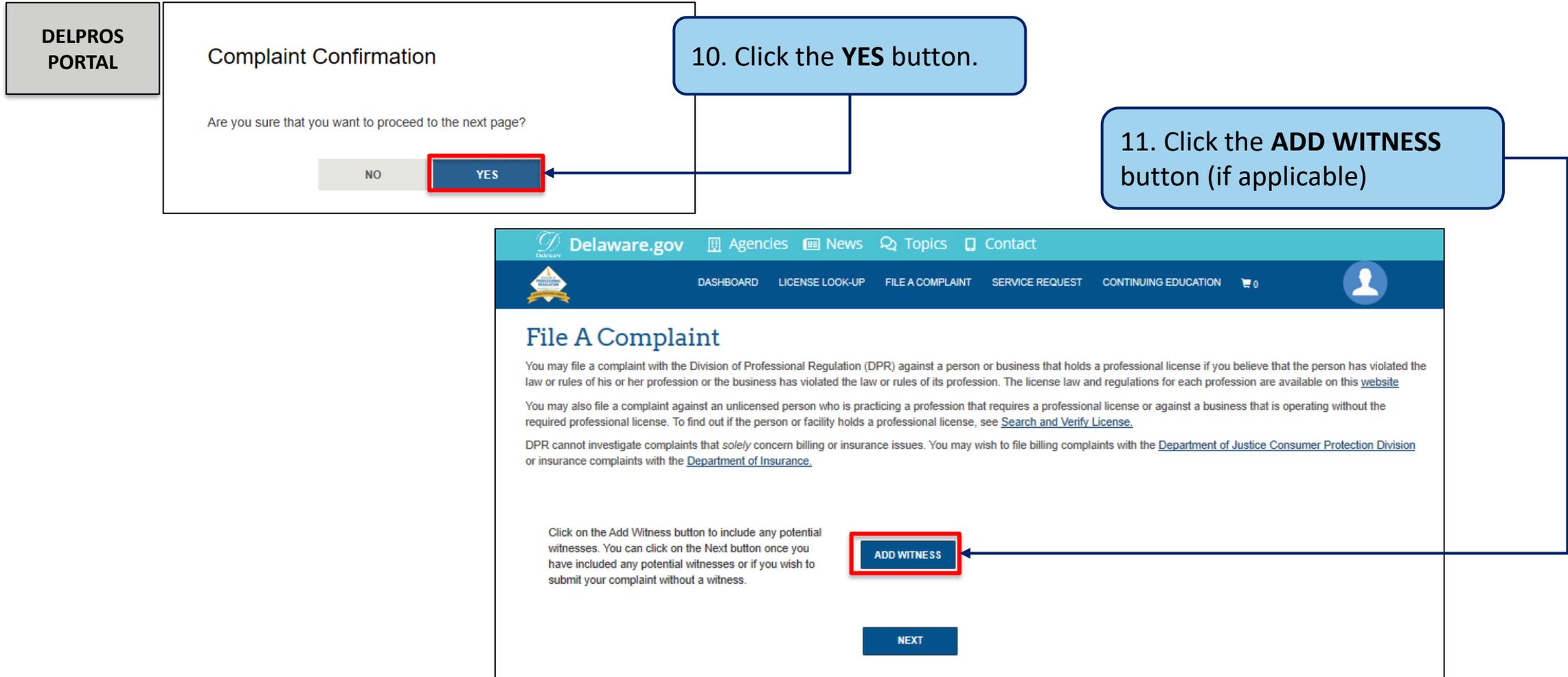
SAVE & NEXT

8. Enter details in the **Complaint Information** section.

9. Select **SAVE & NEXT**.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.



File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS
PORTAL

Click on the Add Witness button to include any potential witnesses. You can click on the Next button once you have included any potential witnesses or if you wish to submit your complaint without a witness.

* First Name

Last Name

Street Address

City State Zip Code

* Phone

* Email

CANCEL

12. Enter the details of the witness in the fields displayed.

13. Click the **ADD** button if you wish to add multiple witnesses.

14. Click the **NEXT** button.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS
PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

Submission List for Complaint

Upload any available supporting documents for your complaint. It is necessary that the name of the file attachment is less than 80 characters successfully. The character limit does include the file attachment extension, such as (.doc) and (.pdf). Files must be less than 20 MB in size.

Actions	Title	Description	Uploads
<input type="button" value="Choose File"/> No file chosen <input type="button" value="UPLOAD"/>	Complaint Supporting Documents	Please upload all supporting documents related to the complaint you are filing.	

15. Supporting documentation can be provided by using the Choose File button, and the UPLOAD button.

16. Click **SUBMIT COMPLAINT**.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION 0

File A Complaint

You may file a complaint with the Division of Professional Regulation (DPR) against a person or business that holds a professional license if you believe that the law or rules of his or her profession or the business has violated the law or rules of its profession. The license law and regulations for each profession are available on the [DPR website](#).

You may also file a complaint against an unlicensed person who is practicing a profession that requires a professional license or against a business that is operating without a required professional license. To find out if the person or facility holds a professional license, see [Search and Verify License](#).

DPR cannot investigate complaints that *solely* concern billing or insurance issues. You may wish to file billing complaints with the [Department of Justice Consumer Affairs](#) and insurance complaints with the [Department of Insurance](#).

Your Complaint has been submitted

Thank you, you have successfully submitted your complaint. The respective Board will be in contact regarding your submission. Please click Home to return to the eLicense Home Page. Your complaint number is **C-DB-2020-00001**.

If applicable, you may submit documents in support of your complaint by faxing them to the Investigative Unit at (302) 739-2711 or email them to investigations.dpr@state.de.us

Email Address

SEND COMPLAINT **DOWNLOAD COMPLAINT**

HOME

17. The user is informed that the complaint has been submitted, and they can have the complaint emailed to them, or download a copy for their records.

File a Complaint as a Registered User

Perform the below steps to file a complaint as a registered user.

DELPROS PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

Welcome to your Complaint Dashboard

[+ SUBMIT A COMPLAINT](#)

Complaints

Your Complaints are listed below.

Dietitians/Nutritionists	Complaint	Download Complaint
C-DN-2019-00001		

The **Complaint Dashboard** will only show the submitted or in progress complaints for a *registered* user.

File a Complaint as a Non-Registered User

Perform the below steps to file a complaint as a non-registered user

DELPROS PORTAL

The screenshot shows the DELPROS PORTAL homepage. At the top, there is a blue header with the text "Our Mission is to credential qualified professionals to ensure the protection of the public's health, safety, and welfare." Below the header is the logo for the Division of Professional Regulation, Department of State, with the tagline "ENFORCING PROFESSIONAL STANDARDS". The main content area features three service cards: "Search & Verify License", "Apply/Manage a License and Service Requests", and "File a Complaint". Each card has a "GO" button at the bottom. The "File a Complaint" button is highlighted with a red box, and a blue callout box with the text "1. Click the GO button." has an arrow pointing to it.

Search & Verify License
Look up public information on professional licenses and applicants.
GO

Apply/Manage a License and Service Requests
File a new license application, manage existing licenses, request license services or initiate service requests.
GO

File a Complaint
File a complaint against a Delaware person or business.
GO

1. Click the **GO** button.

File a Complaint as a Non-Registered User

Perform the below steps to file a complaint as a non-registered user

DELPROS
PORTAL

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST CONTINUING EDUCATION

File A Complaint

You may file a complaint with the Division of Professional Regulation (DPR) against a person or business that holds a professional license if you believe that the person has violated the law or rules of his or her profession or the business has violated the law or regulations for each profession are available on this [website](#)

You may also file a complaint against an unlicensed person who is practicing a profession that requires a professional license or against a business that is operating without the required professional license. To find out if the person or facility holds a professional license, see [Search and Verify License](#).

DPR cannot investigate complaints that solely concern billing or insurance issues. You may wish to file billing complaints with the [Department of Justice Consumer Protection Division](#) or insurance complaints with the [Department of Insurance](#).

Your Information

To file a complaint, select the appropriate Profession from the drop-down list. If you cannot find the profession, click [HERE](#).

Provide the necessary contact information for each field. Each field noted by (*) is a required field.

Profession Related to This Complaint
* --None--

First Name Middle Name

Last Name

Street Address Line 1

Street Address Line 2

City State --None-- Zip Code

Main Phone

Email

2. The users can fill this form and start the process of File a Complaint.

3. The subsequent steps in the process are the same as to the steps performed by the registered user (slides 41 -47)

Continuing Education Hours - Add CE Hours

This section illustrates how users can add CE Hours to the CE Tracker from the portal Dashboard

DELPROS
PORTAL

The screenshot shows the DELPROS Dashboard interface. At the top, there is a navigation bar with the following items: Delaware.gov logo, Agencies, News, Topics, and Contact. Below this is a secondary navigation bar with: DASHBOARD, LICENSE LOOK-UP, FILE A COMPLAINT, SERVICE REQUEST, CONTINUING EDUCATION (highlighted with a red box), and a shopping cart icon with '0'. A user profile icon is on the far right. The main content area starts with the heading 'Welcome to your DELPROS Dashboard'. Below the heading are three paragraphs of text: 'Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See below to Apply for a New License or view your License(s) and/or Applications.', 'Use the [Cart Link](#) to navigate to the cart to pay pending fees.', and 'Are you applying for a new facility license? Click [here](#) to create your Facility Account in DELPROS by clicking before starting your application.' Below the text is a blue button with a plus sign and the text '+ APPLY FOR A NEW LICENSE'. At the bottom, there is a section titled 'New License Applications' with the text 'To edit or withdraw an application, please click on the Options button.' A blue callout box with a white border contains the text '1. Click the **CONTINUING EDUCATION** button.' An arrow points from this callout box to the 'CONTINUING EDUCATION' button in the navigation bar.

Delaware.gov Agencies News Topics Contact

DASHBOARD LICENSE LOOK-UP FILE A COMPLAINT SERVICE REQUEST **CONTINUING EDUCATION** 0

Welcome to your DELPROS Dashboard

Use the Links above (License Lookup, File a Complaint, Service Request, and Continuing Education) to navigate to additional features of DELPROS. See below to Apply for a New License or view your License(s) and/or Applications.

Use the [Cart Link](#) to navigate to the cart to pay pending fees.

Are you applying for a new facility license? Click [here](#) to create your Facility Account in DELPROS by clicking before starting your application.

+ APPLY FOR A NEW LICENSE

New License Applications

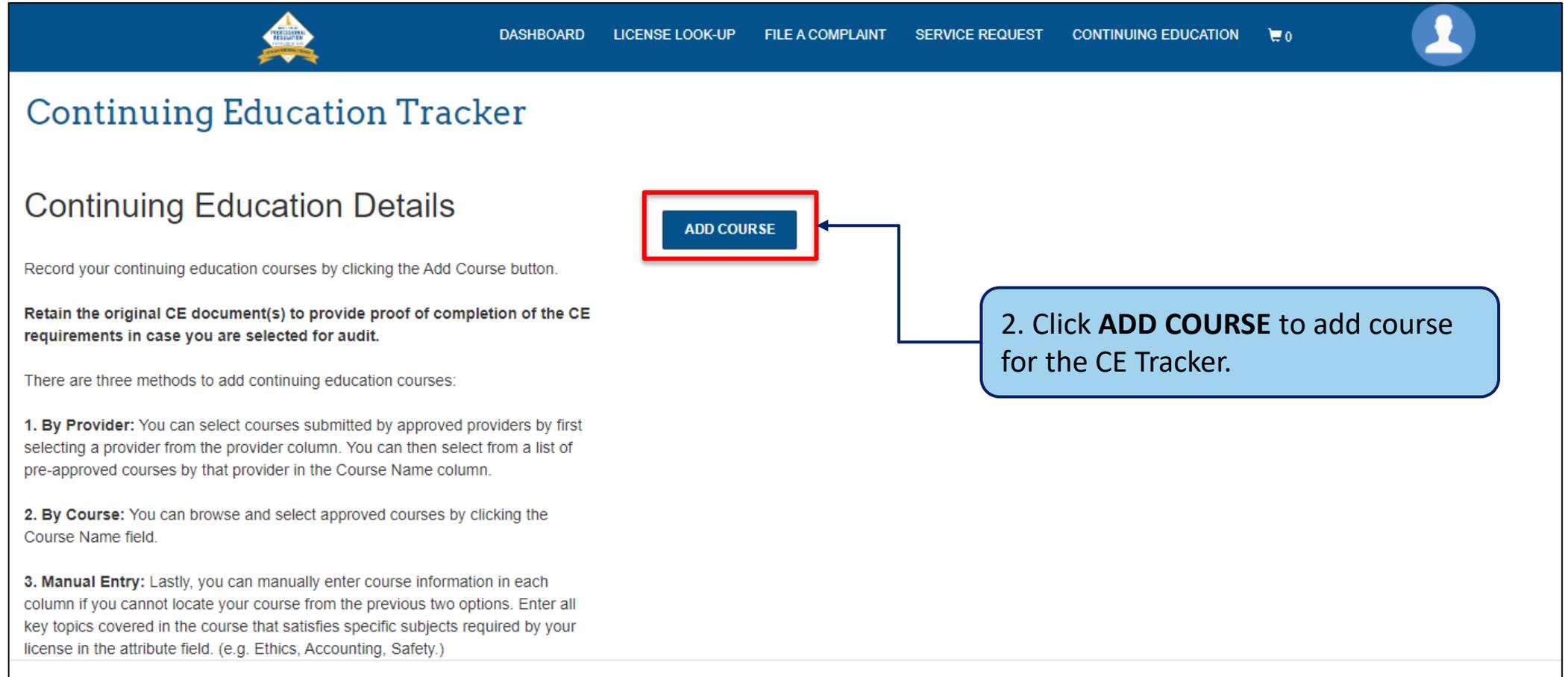
To edit or withdraw an application, please click on the Options button.

1. Click the **CONTINUING EDUCATION** button.

Continuing Education Hours - Add CE Hours

This section illustrates how users can add CE Hours to the CE Tracker from the portal Dashboard

DELPROS
PORTAL



ADD COURSE

Record your continuing education courses by clicking the Add Course button.

Retain the original CE document(s) to provide proof of completion of the CE requirements in case you are selected for audit.

There are three methods to add continuing education courses:

- 1. By Provider:** You can select courses submitted by approved providers by first selecting a provider from the provider column. You can then select from a list of pre-approved courses by that provider in the Course Name column.
- 2. By Course:** You can browse and select approved courses by clicking the Course Name field.
- 3. Manual Entry:** Lastly, you can manually enter course information in each column if you cannot locate your course from the previous two options. Enter all key topics covered in the course that satisfies specific subjects required by your license in the attribute field. (e.g. Ethics, Accounting, Safety.)

2. Click **ADD COURSE** to add course for the CE Tracker.

Continuing Education Hours - Add CE Hours

This section illustrates how users can add CE Hours to the CE Tracker from the portal Dashboard

DELPROS
PORTAL

Continuing Education Tracker

Continuing Education Details

Record your continuing education courses by clicking the Add Course button.

Retain the original CE document(s) to provide proof of completion of the CE requirements in case you are selected for audit.

There are three methods to add continuing education courses:

- 1. By Provider:** You can select courses submitted by approved providers by first selecting a provider from the provider column. You can then select from a list of pre-approved courses by that provider in the Course Name column.
- 2. By Course:** You can browse and select approved courses by clicking the Course Name field.
- 3. Manual Entry:** Lastly, you can manually enter course information in each column if you cannot locate your course from the previous two options. Enter all key topics covered in the course that satisfies specific subjects required by your license in the attribute field. (e.g. Ethics, Accounting, Safety.)

The screenshot shows a form for adding continuing education courses. The 'Profession' dropdown menu is highlighted with a red box and has an arrow pointing to it from a blue callout box. Below it are search fields for 'Course Name' and 'Category'. To the right are search fields for 'Provider', 'Hours Completed', and 'Completion Date'. At the bottom are 'CANCEL' and 'SAVE' buttons, with the 'SAVE' button highlighted by a red box and an arrow pointing to it from another blue callout box.

3. Select the **Profession** from the picklist, and populate the rest of the fields as required.

4. Click **SAVE**.



Note: Some fields (i.e. hours) may pre-populate based on the information entered in the other fields.

Continuing Education Hours - Add CE Hours

This section illustrates how users can add CE Hours to the CE Tracker from the portal Dashboard

The screenshot shows the DELPROS PORTAL interface. At the top, there is a navigation bar with links for Agencies, News, Topics, and Contact. Below this, a success message is displayed: "Success" followed by a paragraph of text: "Your Continuing Education course record was created successfully. Following a renewal, a percentage of licensees will be selected for an audit of their CE Course hours. Please do not send in or upload any CE documentation to the Board office unless you are notified that you have been selected for an audit. Note: Files must be less than 20 MB in size." At the bottom of the message area, there are two buttons: "CANCEL" and "CONTINUE". The "CONTINUE" button is highlighted with a red border. A blue callout box with the text "5. Click CONTINUE." has an arrow pointing to the "CONTINUE" button. In the bottom left corner of the screenshot, there is a dark blue button labeled "ADD COURSE".

DELPROS PORTAL

Agencies News Topics Contact

Success

Your Continuing Education course record was created successfully. Following a renewal, a percentage of licensees will be selected for an audit of their CE Course hours. Please do not send in or upload any CE documentation to the Board office unless you are notified that you have been selected for an audit. Note: Files must be less than 20 MB in size.

CANCEL CONTINUE

5. Click **CONTINUE**.

ADD COURSE

Continuing Education Hours - Add CE Hours

This section illustrates how users can add CE Hours to the CE Tracker from the portal Dashboard

DELPROS
PORTAL

You can see all CE courses added in your Continuing Education Tracker from your Dashboard.

Continuing Education Tracker

Continuing Education Details

Record your continuing education courses by clicking the Add Course button.

Retain the original CE document(s) to provide proof of completion of the CE requirements in case you are selected for audit.

There are three methods to add continuing education courses:

- 1. By Provider:** You can select courses submitted by approved providers by first selecting a provider from the provider column. You can then select from a list of pre-approved courses by that provider in the Course Name column.
- 2. By Course:** You can browse and select approved courses by clicking the Course Name field.
- 3. Manual Entry:** Lastly, you can manually enter course information in each column if you cannot locate your course from the previous two options. Enter all key topics covered in the course that satisfies specific subjects required by your license in the attribute field. (e.g. Ethics, Accounting, Safety.)

COURSE NAME	BOARD	PROVIDER	HOURS	APPROVED CODE	DESCRIPTION	COMPLETION DATE
Course 1	Accountancy	Delaware Society of CPAs	100.0			2/18/2020

ADD COURSE



Note: CE hours are tracked based on profession and renewal period. Most CE hours cannot be used for multiple licenses.

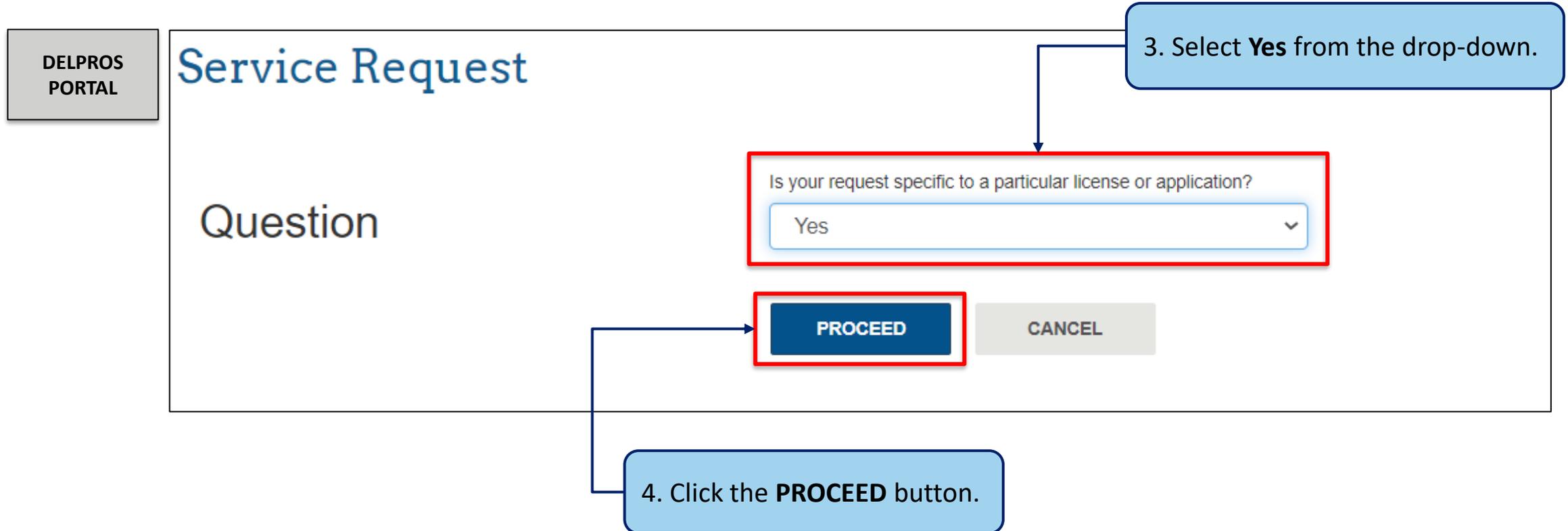
Submit a Service Request

This section illustrates how to submit service requests from a user's Dashboard

The screenshot shows the Delaware.gov website interface. On the left, a grey box labeled "DELPROS PORTAL" is visible. The main header features the Delaware.gov logo and navigation links: Agencies, News, Topics, and Contact. Below this is a dark blue navigation bar with options: DASHBOARD, LICENSE LOOK-UP, FILE A COMPLAINT, SERVICE REQUEST (highlighted with a red box), and CONTINUING EDUCATION. A user profile icon is on the right. The main content area displays "Welcome to your Service Request Dashboard" with a cursor over the text. Below the welcome message is a button labeled "+ APPLY FOR A NEW SERVICE REQUEST" (highlighted with a red box). Two callout boxes provide instructions: "1. Click the **Service Request** tab in the Navigation bar." with an arrow pointing to the "SERVICE REQUEST" tab, and "2. Click the **APPLY FOR A NEW SERVICE REQUEST** button." with an arrow pointing to the "+ APPLY FOR A NEW SERVICE REQUEST" button.

Submit a Service Request

This section illustrates how to submit service requests from a user's Dashboard



Submit a Service Request

This section illustrates how to submit service requests from a user's Dashboard

DELPROS
PORTAL

Service Request

Your Information

Provide the License Type, Board, Service Request Type to Raise the Service Request.

Board
Dietitians/Nutritionists

Type
Dietitian/Nutritionist

Service Request Type
Inactive License Request

PROCEED

CANCEL

5. Select the values from the drop-down for the **Board, Type** and **Service Request Type**.

6. Click the **PROCEED** button.

Submit a Service Request

This section illustrates how to submit service requests from a user's Dashboard

DELPROS PORTAL

Board
Dietitians/Nutritionists

Type
Dietitian/Nutritionist

Service Request Type
Inactive License Request

7. Select the license or application for the request.

Select	License Number	Board	License Type
<input checked="" type="checkbox"/>	DN-0000003	Dietitians/Nutritionists	Dietitian/Nutritionist

CANCEL **SAVE AND CONTINUE**

8. Click the **SAVE AND CONTINUE** button.



Note: Only licenses or applications that meet the requirements of the Service Request type will appear

Submit a Service Request

Certain professions and license types will require a payment to be made before the service request can be submitted

DELPROS PORTAL

The screenshot shows the Delaware.gov website interface. At the top, there is a navigation bar with links for Agencies, News, Topics, and Contact. Below this is a secondary navigation bar with links for Dashboard, License Look-Up, File a Complaint, Service Request, and Continuing Education. The main content area is titled 'Service Request' and contains a form for 'REQUEST FOR INACTIVE STATUS'. The form includes fields for 'Licensee Name' (filled with 'Apurva Asthana') and 'License Number' (filled with 'DN-0000003'). Below the form are two buttons: 'CANCEL' and 'SAVE AND PAY'. The 'SAVE AND PAY' button is highlighted with a red border, and a blue callout box with an arrow points to it, containing the text '9. Click the SAVE AND PAY button.'



Note: Not all Service Requests have payments associated with them. The request would end here with a **SUBMIT** Service Request button.

Submit a Service Request

This section shows the steps to complete the payment.

DELPROS
PORTAL

Cart #X-2019-06-14_08-33-55

Items Checkout Confirmation

Fees

	Type	Licensee Name	Amount	Amount Outstanding
<input type="checkbox"/>	Dietitian/Nutritionist	Apurva Asthana	\$40.00	\$40.00

CONTINUE

10. Click on the box to select the row.

11. Click the **CONTINUE** button.

Submit Service Request to Make License Inactive

This section shows the steps to complete the payment.

DELPROS PORTAL

Cart #X-2019-06-14_08-33-55

Items Checkout Confirmation

Select Payment Method: Credit/Debit Card

Amount: \$40.00

Back Delegate Proceed to Payment Gateway

12. Click the **Proceed to Payment Gateway** button and complete the payment screens.

Submit a Service Request

Once the payment is processed, you will perform the following steps to complete the request

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PORTAL

✓ Successful Payment

Thank you for your payment. Your request will be processed within 3 business days.

Transaction details are as follows:

- Payment Id: PAY-20190614-666
- Amount Paid: \$40.00
- Payment Type: Credit/Debit Card
- Transaction Id: 2417043

[Return to Home](#)

13. Click the **Return to Home** link.

Submit a Service Request

This section shows how the user can download the request from the Service Request Dashboard

DELPROS PORTAL

Welcome to your Service Request Dashboard

[+ APPLY FOR A NEW SERVICE REQUEST](#)

Service Request

Each step of the Service Request will explain what information is necessary to move forward to the next the Service Request and submitted it, the appropriate Board will review your Service Request and you will be notified when it is completed.

Use the [Cart Link](#) above to navigate to the cart to pay pending fees.

Service Request Applications are listed below.

Accountancy
SR-000031
Roster Request Status: Complete Download Service Request

The Service Request Dashboard will show all your submitted Service Requests and the status. Click **Download Service Request** to view more information for the request.